

PROTECTION AND SAFETY ADMINISTRATIVE MEMO
#4-04

January 14, 2005

To: Service Area Administrators
Protection and Safety Administrators
Resource Development Administrators
Protection and Safety Supervisors
Resource Development Supervisors
Protection and Safety Staff, Central Office

From: Todd Reckling, Administrator
Office of Protection and Safety

RE: 1-800-7PARENT Information Line

Effective 9/27/04, the Nebraska Foster and Adoptive Parent Association (NFAPA) began management of the 1-800-7PARENT information line. Functions will include responding to all calls to the information line and to any inquiries referred by one of our local offices and sending out all information packets to people who inquire about becoming foster or adoptive parents.

Consolidation of this function with NFAPA is intended to provide statewide consistency of response to foster and adoptive parent inquiries, track the response, reduce the workload for resource development staff in local offices, and maintain the enthusiasm of persons who inquire by connecting them with "mentors" very early in the process. NFAPA has a phone line dedicated specifically to taking the inquiry calls.

NFAPA will:

- Receive all calls coming in to the 1-800-7-PARENT Information Line and all inquiries passed on to NFAPA by an HHS office. NFAPA has a phone line dedicated specifically to taking the inquiry calls. Currently the line is answered between the hours of 8:30 and 4:30, Monday through Friday, with other calls going to a voice mail. Once the online tracking system spoken of below is in place and training for NFAPA representatives has occurred, calls will be answered 7 days a week and after hours, through use of a call-forwarding feature. On holidays, callers will continue to be asked to leave a voice mail message.
- Send the inquiry packet to all persons who inquire, within 24 hours or next business day of receipt of the call or e-mail.
- Assign a mentor to contact the caller within seven days of receipt of the call or e-mail. The mentor will call the inquiring party within seven days after the packet is mailed, to insure that the packet was received and to answer questions. (The mentor will continue to stay in contact with the family to provide information and support throughout the licensing and home study process.)
- Forward the release of information form and any notes made by the mentor to local HHS office resource development staff. This action will occur as soon as NFAPA receives the signed release form back from the interested person.
- Maintain a tracking system. NFAPA will enter information that will be accessible to RD administrators, supervisors, and staff. Information will include demographics

from the inquiry, notes entered by the mentor whenever there is contact, and information available to NFAPA regarding where the family is in the licensing/home study process. The tracking system will be encrypted for security reasons and will provide valuable information and data regarding the recruitment process. As of the date of this memo, final changes are being made to the tracking system. Further information will be shared with you regarding how to access the system once it is available for use.

The flow chart enclosed with this note provides more detail on the process.

PLEASE NOTE: Contacts by prospective foster or adoptive (resource) parents, should be handled in the following way:

- Explain to the person that the NE Foster and Adoptive Parent Association is working with HHS by taking the initial inquiries and providing information.
- Offer to transfer the caller to NFAPA via the 1-800-7PARENT number (transfer the call just as you would any other call), or, if the caller prefers, give the caller the 800 # or NFAPA's e-mail address, which is NFAPA@alltel.net.

As with any new process, you might have questions or suggestions on how it can be improved. If so, please contact Mary Burt, NFAPA, at 402-476-2273, or Becky Henderson, HHS Central Office, at 402-471-9333.